



<b>POLICY</b>	
<b>Employee Assistance Program</b>	
<b>Scope (Staff):</b>	All employees
<b>Scope (Area):</b>	Child and Adolescent Health Service (CAHS)
<p><b>Child Safe Organisation Statement of Commitment</b></p> <p>CAHS commits to being a child safe organisation by applying the National Principles for Child Safe Organisations. This is a commitment to a strong culture supported by robust policies and procedures to reduce the likelihood of harm to children and young people.</p>	

### Aim

To outline the services provided through the CAHS Employee Assistance Program (EAP).

### Background

CAHS recognises that employees may, from time to time, experience difficulties and problems at work or in their personal lives. By providing an Employee Assistance Program (EAP), CAHS employees have access to a confidential counselling service which offers a preventative, remedial and supportive approach towards the resolution of personal and/or work-related problems.

### Risk

Failure to provide support for employees via an EAP can;

- Adversely affect employee safety and wellbeing;
- Impact attendance, performance and productivity of employees at work; and
- Jeopardise the function and safety of the work unit, the workplace culture and potentially the wider health service.

### Definitions

**Counselling:** The provision or practice of professional advice, guidance and support.

**Counselling Service:** Professional advice, guidance and support for a wide range of concerns impacting an employee.

**Critical Incident:** Any event or series of events which causes a person to experience strong emotional reactions which have the potential to interfere with their ability to function either during the event or later. Critical incidents may be a single event or be a series of events over an extended period.

**Debriefing:** A structured session for the group of people involved in a critical incident with the aim of reducing impact and providing information on the availability of appropriate professional support.

**Employee Assistance Program (EAP):** An employer sponsored confidential intervention program designed to assist employees to enhance their emotional, mental and general psychological wellbeing.

**Immediate Family:** A group of relations that the employee considers family, who usually live with the employee in the employee's residence.

## Principles

- CAHS will maintain and promote a confidential EAP to support the mental health and wellbeing of its employees.
- The core purpose of the EAP is to provide a short term confidential counselling service.
- Counsellors will work with the employee confidentially, assisting to identify the cause of the problem, support resolution of the problems or where appropriate refer the employee to other treatment.
- Contact details of the current EAP provider and other relevant resources are made available on [HealthPoint](#) and regularly promoted as required.
- CAHS will cover the cost of up to three (3) EAP counselling sessions per presentation for employees and/or their immediate family. If more counselling sessions are required, the EAP provider will seek approval for additional sessions from the CAHS Human Resources (HR) Manager.
- Volunteers are not included in the EAP service agreement, however individual requests can be made through the CAHS HR Manager.

## Services

- Counselling services accessed through the EAP are provided by suitably qualified personnel who are bound by, and work in accordance with professional standards, codes and guidelines.
- In line with the service agreements:
  - Counselling sessions are available over the phone or face-to-face.
  - EAP providers can be contacted 24 hours a day, 7 days a week.
- The EAP service provide a range of other services such as group sessions, training and resources, critical incident impact management (debriefing), and manager coaching and support which CAHS employees may access if appropriate.
  - For further information contact [CAHS Human Resources](#).

### *Culturally appropriate services*

- Access to Aboriginal counsellors or counsellors who have received Aboriginal Cultural Training may be requested when the initial contact is made with the EAP Provider.
- A bilingual and/or translation and interpreting counselling service will be available to staff on request.

### **Referral**

There are two methods of referral to the EAP:

#### *Employee initiated referral*

- Employees may independently and confidentially seek assistance directly from the EAP Provider.
  - There is no requirement to gain approval or advise CAHS.
- Employee initiated referrals may be for the following types of issues;
  - Anxiety and depression;
  - Family crisis;
  - Marital / relationship problems;
  - Financial difficulties;
  - Interpersonal skills and communication;
  - Workplace stress;
  - Workplace conflict;
  - Workplace change;
  - Bereavement and grief;
  - Life stage changes;
  - Substance abuse issues.
- Appointments conflicting with the employee's normal hours of work require leave arrangements to be made with the manager to ensure appropriate leave is accessed and approved.

#### *Formal employer initiated referral*

- In accordance with the CAHS Authorisations Schedule, managers may initiate a formal referral for an employee to an EAP Provider.
  - The manager must contact [CAHS Human Resources](#) for guidance with this process before formally referring an employee. The reasons for the formal referral will impact the process to be undertaken.

- A formal referral may be used to address concerns relating to:
  - Substandard performance;
  - Substance misuse or abuse;
  - Conflict with co-workers;
  - Conflict with manager;
  - Behaviour that if not remedied may result in disciplinary action, or a formal [Performance Improvement Plan](#), where performance remains below an acceptable level;
  - Workforce change; and
  - Genuine concern about the employee's mental health and wellbeing which may lead to a Fitness for Work issue.
- Feedback on attendance may be provided to CAHS however no details of the counselling provided will be disclosed.

### **Critical Incident Impact Management (Debriefing)**

- Critical incident impact management (debriefing) is available following a critical and/or clinical incident that has a significant impact or effect on an employee or group of employees.
  - Please refer to the [CAHS Critical Incident Impact Management \(Debrief\) Policy](#)
- Critical incident calls will be responded to and referred for assessment immediately and are available from either EAP Provider on a 24 hours a day, 7 days a week basis

### **Confidentiality**

- CAHS recognises that the success and credibility of the EAP hinges on consultations and records of consultations being kept highly confidential and remaining anonymous.
- EAP Counsellors will treat all individual client information as confidential. This includes confidentiality of all employee details from any other member of CAHS staff.
- The EAP Provider will;
  - not provide any personal or identifying details pertaining to CAHS employees who have accessed the service;
  - only provide non-specific generic information around usage and demographics of counselling sessions provided in total during the reporting period (quarterly).

## Complaints and EAP Satisfaction

- The EAP Provider reports on service satisfaction by collecting non-identifiable data on the use of the service and client experience. This survey is optional and no personal details are disclosed to CAHS.
- If staff experience difficulties accessing or using the EAP they are encouraged to contact their manager or [CAHS Human Resources](#) who can relay feedback to the EAP Provider and / or HSS Procurement.

## Compliance monitoring

- Compliance with this policy will be monitored by CAHS Workforce Services and HSS Procurement.
- Compliance monitoring methods include the following:
  - Monitoring the provider's adherence to Key Performance Indicators as defined in the contract/service agreement.
  - Satisfaction feedback collected and reported by the EAP Provider.
  - Feedback received by CAHS Workforce Services.
  - Review of grievances originating from the EAP process.

## Roles and Responsibilities

### *Employee*

- Recognise when work or personal issues affect their health and wellbeing and seek assistance.
- Advise immediate family of eligibility to access services if required.

### *Manager*

- Ensure EAP services are promoted within the local work area.
- Ensure services are offered to employees who are experiencing difficulties with personal and/or work related concerns and generally such as during periods of change.

### *Human Resources (HR) Manager*

- Capture and convey feedback in relation to the service from the EAP provider.
- Stock and make available promotional EAP provided resources for distribution within the health service as required.

### *Human Resources*

- Promote the EAP service and provide advice as required in relation to access.
- Stock promotional EAP provided resources for distribution within the health service

as required.

- Address employee concerns in relation to the EAP service and notify the HR Manager, Manager Work Health Safety and Wellbeing or Director Workforce.
- Assist managers with the process of formal management referral and critical incident debrief or support.

#### *Work Health Safety and Wellbeing (WHSW)*

- Promote the EAP service and provide advice as required in relation to access.
- Stock and make available promotional EAP provided resources for distribution within the health service as required.
- Assist managers with the process of formal management referral and critical incident debrief or support.

#### *Director Workforce*

- Approve requests for additional sessions, volunteer access and critical incident impact management debriefings.

#### *EAP Counsellor*

- Work with the employee assisting them to identify the cause of the problem, options for resolution or, if required, refer the employee for other treatment.

#### **Related CAHS internal policies, procedures and guidelines**

[Critical Incident Impact Management \(Debrief\)](#) (CAHS policy)

[Sentinel Event Management Toolkit](#) (CAMHS policy)

#### **References and related external legislation, policies, and guidelines**

[WA Health Awards and Agreements Library](#)

[Health Practitioner Regulation National Law \(WA\) Act 2010, Part 8 s.140, 141 and 142](#)

#### **Useful resources (including related forms)**

[CAHS HealthPoint](#)

This document can be made available in alternative formats on request for a person with a disability.

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## Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

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